



DEPARTMENT OF THE ARMY
HEADQUARTERS, US ARMY GARRISON BENELUX
UNIT 21419
APO AE 09708

REPLY TO
ATTENTION OF

IMEU-CHB-EO (600-20a)

22 June 2005

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: USAG Benelux Command Policy Letter 5*, Equal Opportunity Complaint Procedures

1. The chain of command, with few exceptions, is the preferred channel for resolving alleged discriminatory practices, and for addressing equal opportunity complaints. Soldiers will make maximum use of command channels for resolution of equal opportunity grievances.
2. Changes to the Army's complaint process require updated training for all soldiers and supervisors. In addition, commanders at every level will establish a complaint procedure policy IAW Interim Change 4 to AR 600-20, 17 Dec 93, Army Command Policy. This policy statement must include the following specific timeliness for processing complaints:
 - a. Soldiers and family members must have **60 calendar days** from the date of an alleged incident in which to file a formal complaint.
 - b. A soldier or family member files a formal complaint by submitting a sworn statement on an Equal Opportunity Complaint Form (DA Form 7279-R).
 - c. If the receiving agency decides to refer a complaint to another agency or, with the consent of the complainant, back to the appropriate commander, that referral must occur within 3 calendar days.
 - d. Upon receipt of a formal complaint, the commander has **14 calendar days** in which to conduct an investigation or to refer the case to a higher echelon commander.
 - e. If, due to extenuating circumstances, it becomes impossible to conduct a complete investigation, the commander may receive an extension (not to exceed 30 calendar days after the initial 14 - day suspense), in writing, from the next higher echelon commander. The complainant must be informed of the circumstances and duration of the extension.
 - f. After completion of the investigation, the complainant will receive feedback from the commander. The feedback will state the official findings of the investigation. Written feedback may state that appropriate action is being considered but will not delineate the specific actions.
 - g. Should the complaint be unresolved, the complainant has 7 calendar days to appeal in writing, to the next higher echelon commander.

**Previously Policy Letter 14*

This memorandum is available at <http://www.80asg.army.mil/sites/commander/policy.asp>

IMEU-CHB-EO (600-20a)

SUBJECT: USAG Benelux Command Policy Letter 5*, Commander's Policy on Equal Opportunity Complaint Procedures

h. Complaints unresolved at United States Army Garrison (USAG) level may be appealed to the General Court-Martial Convening Authority within the chain of command. Decisions at this level are final.

3. Although the processing of Equal Opportunity complaints through the chain of command is strongly encouraged, it will not serve as the only channel available to soldiers and family members. Commanders and supervisors will not preclude anyone from using the following channels for addressing complaints:

- a. Higher echelon chain of command
- b. Equal Opportunity Advisors
- c. Inspector General
- d. Provost Marshal/Criminal Investigation Command (CID)
- e. Medical agencies
- f. Staff Judge Advocate (SJA)
- g. Housing Referral Office (HRO)

4. My policy regarding equal opportunity and sexual harassment is non-negotiable. Commanders, supervisors and senior noncommissioned officers must create an environment free of discrimination and sexual harassment for all soldiers, civilian employees and family members.

5. I have designated **DSN 361-5235** as the USAG Benelux **EQUAL OPPORTUNITY/SEXUAL HARASSMENT HOTLINE**. This memorandum will be posted to allow for maximum viewing by unit, directorate and section personnel. Commanders will ensure all personnel are fully aware of my policy.


DEAN A. NOWOWIEJSKI
COL, AR
Commanding

DISTRIBUTION:

X, plus

CDR, USAG Schinnen

CDR, USAG Brussels

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